

JOB DESCRIPTION



Job Title	Home Energy Advisor
Job Location	Home working/Office based at Sutton
Remuneration	£23k per annum salary and annual performance-related profit-sharing scheme and other benefits.
Hours	38.75 hours per week with 23 days annual leave. This is a fixed term contract until 31 st March 2022
Purpose Statement	<p>AgilityEco is a fast-growing business that has established a leading position in the financing and delivery of energy efficiency programmes and energy sector consultancy services. Our clients include many of the major energy companies, network operators, local authorities, housing associations, and industry supply chain partners.</p> <p>Do you have current expertise in energy efficiency solutions? Are you passionate about helping to take people from fuel poverty in the UK?</p> <p>If you're a qualified energy advisor, empathetic and a great listener, proven to be adept at providing solutions to vulnerable members of society, and keen to join a fast- growing business that has established a leading position in energy efficiency programmes and consultancy services, you are the person we are looking for.</p> <p>With an increase in service provision in London and the Southeast, we are recruiting for a Home Energy Advisor working as part of a team to provide telephone, and in-home energy advice and solutions for a series of community programmes and initiatives to end fuel poverty in this part of the UK.</p> <p>Our aim is to help people to keep warm in colder months and reduce their energy bills. The nature of our programmes means that we are regularly dealing with vulnerable members of society and our team need to have the confidence, empathy, and understanding to talk effectively to these residents, and identify risks or home improvement needs. You will need to be passionate about helping people and suggesting solutions.</p> <p>You will be required to have experience or background in energy efficiency, with recognised qualifications such as DEA or other energy efficiency qualifications, and current expertise in traditional and renewable energy solutions. You will be able to demonstrate an ability to work flexibly, with minimum supervision, using your initiative and judgement to support residents with current challenges in managing their energy bills, and identifying and signposting to additional support services.</p> <p>This role offers a great opportunity for an enthusiastic individual who wants to work in an exciting and dynamic environment in a growing, successful business.</p>
Accountabilities	<p>Confidently advise residents on most effective use of energy, relative to their individual circumstances, face to face, and via the telephone.</p> <p>Use initiative to provide solutions to a variety of residents challenges with energy costs and usage</p>

	<p>Working effectively with internal departments to help deliver our full range of Agility Eco services.</p> <p>Accurately document all engagement with residents in line with company processes</p> <p>Always ensure the safe handling of customer sensitive personal data in line with the company data protection policy</p> <p>Ability to decide on the most appropriate means of communication (written and oral) and accurately deliver when updating, advising, and referring information to customers and colleagues.</p> <p>Identify and follow company guidelines for safeguarding concerns.</p> <p>Proficiently update CRM software systems and MS Office systems</p> <p>Recognise when to escalate queries and opportunities</p> <p>Ability to steer conversations and keep calls on track, whilst demonstrating empathy and understanding.</p>
Dimensions of Role	The job holder will report directly to the HEA Manager
Skills, Knowledge and Expertise	
Knowledge and Qualifications	<ul style="list-style-type: none"> • Proven qualification in energy efficiency or Domestic Energy Assessor • Full clean driving licence • Clear DBS check, less than 3 years old • Current knowledge of the energy efficiency and fuel poverty space
Person Specification	<ul style="list-style-type: none"> • Passionate about helping people • Customer focussed • Active listening skills • Composure when faced with difficult situations / scenarios • Excellent verbal and written communication skills • Solution orientated • Attention to detail. • Methodical and organised with ability to multi-task • Accuracy in reporting & administration • Comfortable with using IT platforms. • Excellent time management • Organised and structured approach to work • Ability to work under pressure and to tight deadlines • Team player • Self-motivated, driven, and proactive • Ability to maintain highest level of confidentiality